greatcall®

touch3

Quick-Start Guide

Welcome to GreatCall!

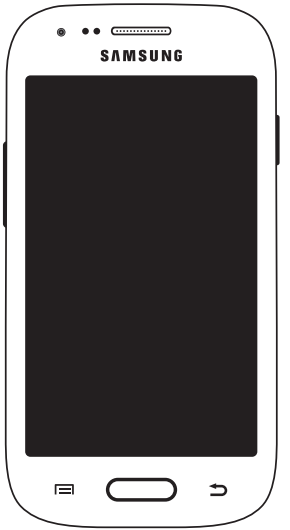
Thank you for choosing the GreatCall Touch3. We've made it easy for you to stay connected to friends and family with the simplicity of GreatCall. Additionally, our 24-hour service professionals and health and safety services are designed to keep you protected, connected and in control of your life. This helpful guide contains information you need to start using your new smartphone. And if you have any questions or need assistance, you can count on us to be here day and night.

Best Regards,
Your friends at GreatCall

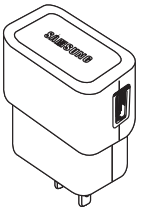
For additional information about GreatCall or your new Touch3, visit **greatcall.com.**

Key Items in the Box

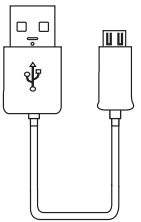
The GreatCall Touch3 box you received includes everything you need to get started:



The GreatCall Touch3



Wall Charger



USB Cable

User Guides

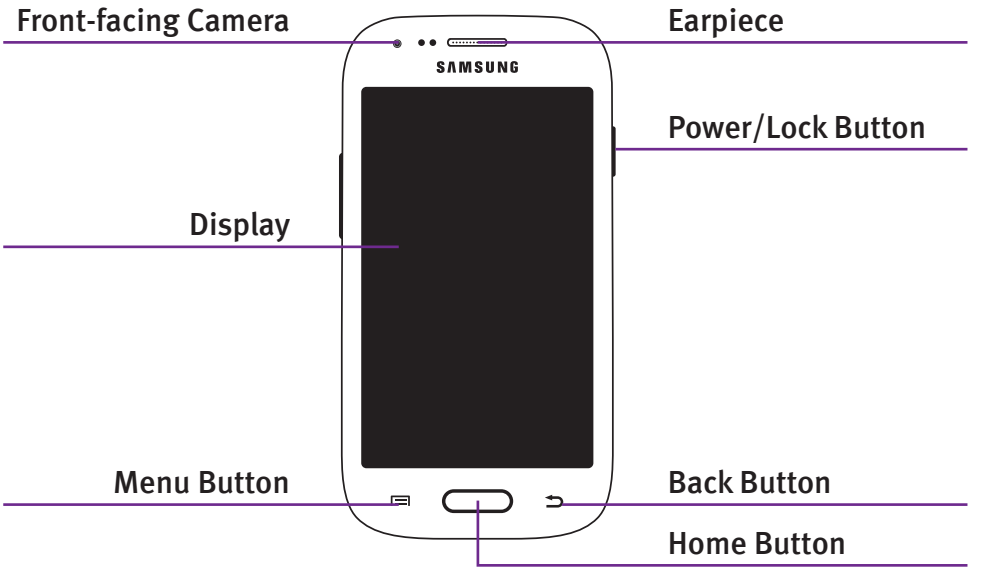
GreatCall Touch3 – your easy-to-use smartphone with the Battery pre-installed

Wall Charger – allows you to charge your phone using any wall outlet

USB Cable – allows you to connect your phone to the Wall Charger or a computer with a USB port

User Guides – contains important information about activating and using your phone

The Front of your Touch3



Front-facing Camera – allows you to take pictures or videos

Earpiece – lets you hear the caller loud and clear

Power/Lock Button – allows you to lock and unlock your phone as well as power it on and off

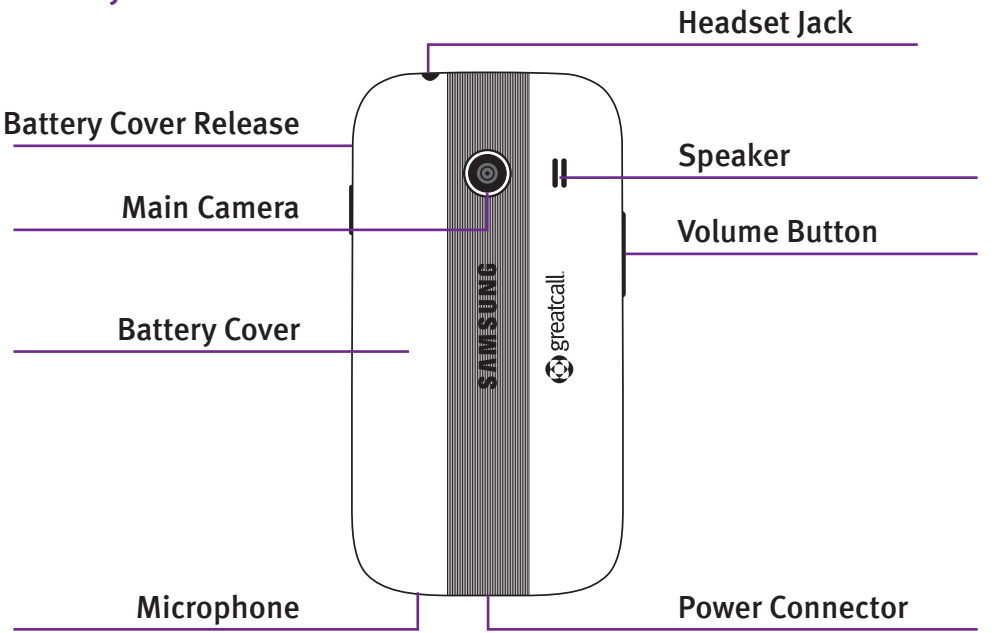
Display – shows all the information you need to operate your Touch3

Menu Button ( ) – displays additional options that may be available for the current screen you are viewing

Back Button ( ) – takes you one step back from your last action

Home Button ( ) – takes you back to the Home Screen

The Back of your Touch3



Headset Jack – allows you to connect a Stereo Headset to safely make calls hands-free or listen to music

Battery Cover Release – allows you to remove the Battery Cover to replace the Rechargeable Battery or insert a microSD™ card to expand storage capacity

Speaker – lets you hear the caller loud and clear when Speakerphone is enabled

Main Camera – allows you to take pictures or videos

Volume Button – allows you to adjust the volume of calls and notification sounds

Battery Cover – protects the Rechargeable Battery and the back of your Touch3

Microphone – picks up your voice loud and clear while on a phone call

Power Connector – allows you to charge your Touch3 with the provided Wall Charger and USB Cable

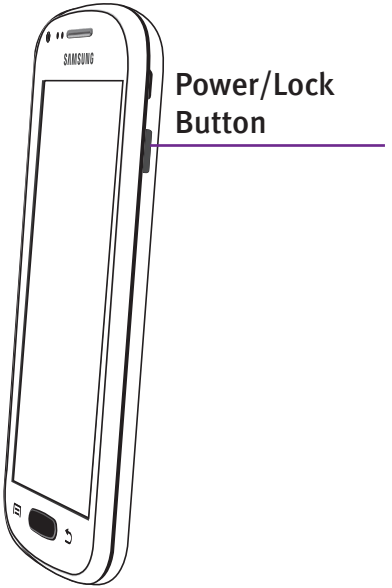
Turning your Phone On and Off

Your phone is off if the Display does not turn on when the **Home Button** or **Power/Lock Button** are briefly pressed.

Turning On your Phone

PRESS AND HOLD the **Power/Lock Button** on the right side of your phone until the Display turns on.

> **NOTE:** If your phone does not turn on, the battery may need to be charged.



Turning Off your Phone

1. PRESS AND HOLD the **Power/ Lock Button** on the right side of the phone until the “Device options” screen appears.
2. TAP the **Power off** (⏻) option on the Display. The phone will ask if you want to proceed.
3. TAP the **OK** option on the Display.

Activating your Touch3

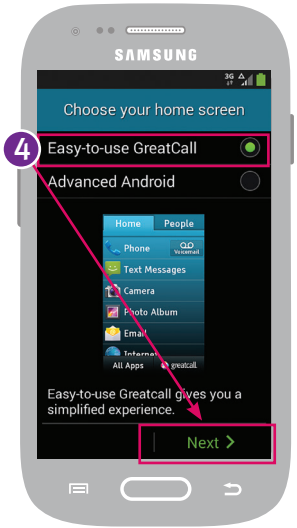
Before using your phone for the first time, it needs to be activated. The Setup Wizard built into your phone will help guide you through this process.

1. Power on your phone.
2. TAP **Next** at the "Welcome" screen.
3. TAP the check box next to "I understand and agree to the terms and conditions above" and then TAP **Next**.

SAMSUNG
Samsung
GALAXY
Welcome!
Thank you for choosing GreatCall!
This Setup Wizard will guide you through the activation process.
Please refer to the User Guides for additional information.
TAP Next to begin.
Next
2
SAMSUNG
End user license agreement
End User License Agreement for Software
IMPORTANT. READ CAREFULLY: This End User License Agreement ("EULA") is
I understand and agree to the terms and conditions above.
3
You agree to provide Samsung the error log data from any Software Update failure your device experiences. This will
Yes
No thanks
Next

4. **IMPORTANT:** TAP the **"Easy-to-use GreatCall"** option and then TAP **Next**.
5. TAP the option that best describes where the phone was purchased.

Continue following the on-screen instructions until you have successfully activated your phone.



IMPORTANT: To ensure you get started quickly, please select "Easy-to-use GreatCall" at the "Choose your home screen" step before TAPPING **Next**. Easy-to-use GreatCall gives you a simplified experience. If you accidentally selected "Advanced Android", you can TAP the Back Button (⮌) to change your selection.

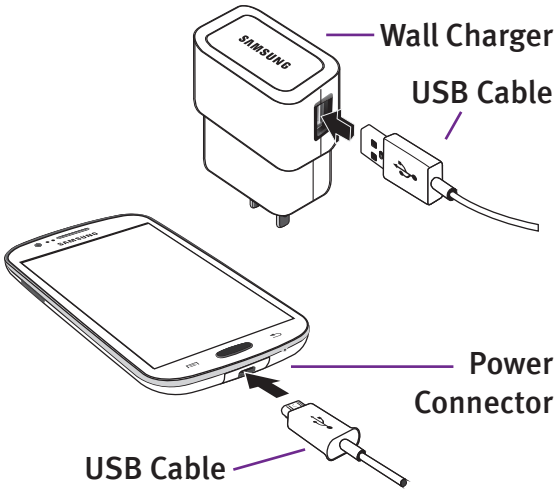
NOTE: If you are instructed to go online or call to complete activation, please have the following information ready:

- **Home and billing address**
- **Phone number**
- **Email address**
- **Credit or debit card information**
- **Emergency contact details**
- **Serial Number** – This can be found on the Setup Wizard screen, printed on the Activation Card included in the box or on the side of the Touch3 box .

Charging the Battery

Your phone is powered by a Rechargeable Battery which has been built-in for your convenience. Before using your phone for the first time, it is recommended that you fully charge the battery. A Wall Charger is included with your phone.

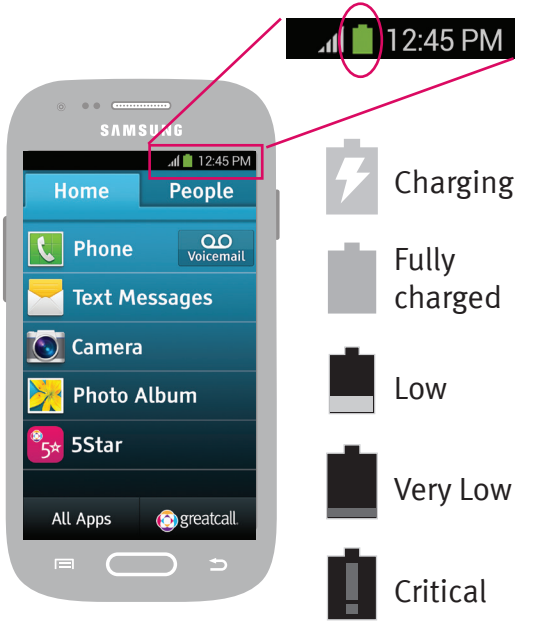
1. Connect the larger end of the USB Cable to the Wall Charger.
2. Insert the smaller end of the USB Cable into the Power Connector located at the bottom of the phone.
3. Plug the Wall Charger into a standard wall outlet.



Battery Level Indicator

The battery level is represented as a colored battery icon at the top right of the Display in the Status Bar.

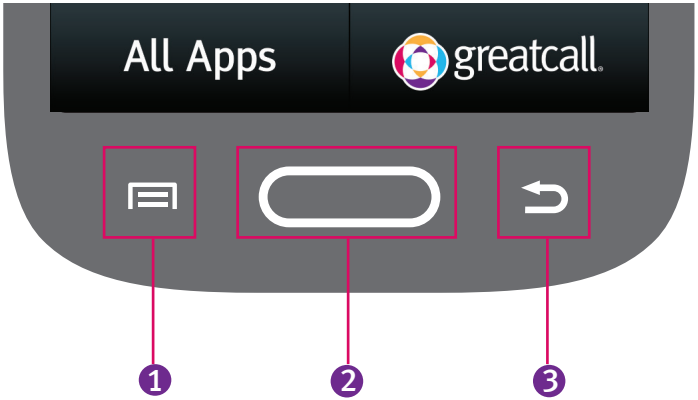
The battery is fully charged when the battery icon is completely green. When the battery level is low, a warning tone and a “Battery low” message will repeat at regular intervals on the Display. When the battery level becomes too low, the device will automatically turn off. Charge your phone when not in use so that it is ready when you need it most.



Navigation Buttons

At the bottom of your Touch3 you will find three buttons that are used frequently to navigate around your phone.

1. **Menu Button ( )** – this gives you additional options for the screen you are actively viewing. Details on additional options available for certain screens will be covered later in this User Guide.
2. **Home Button ( )** – no matter what you're doing, this will take you back to the Home Screen on your phone. If you ever get lost, you can press this button to help you get back on track.
3. **Back Button ( )** – this will take you one step back from your last action. This is helpful if you need to revisit a screen you may have accidentally skipped.



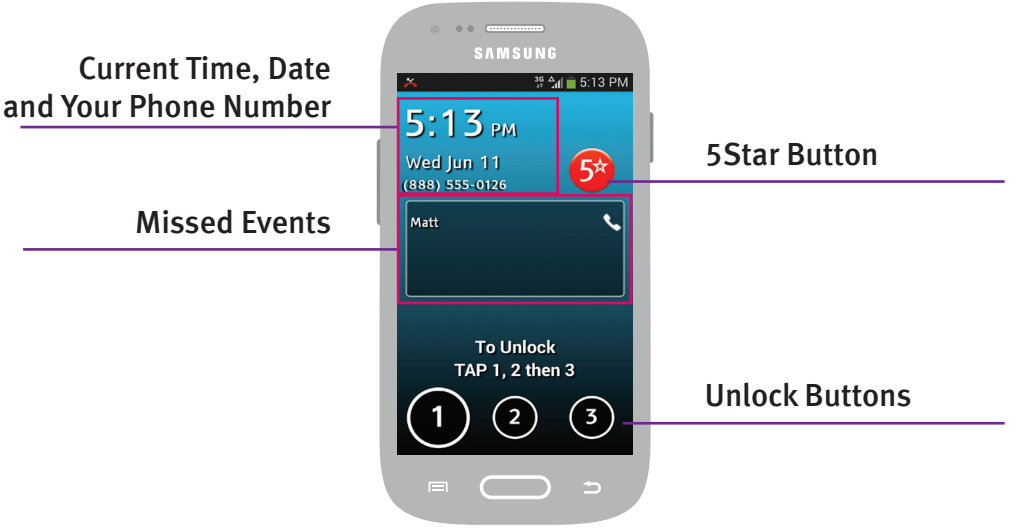
NOTE: If you get lost while navigating through your phone, just PRESS the **Home Button** to take you back to the Home Screen. If you PRESS AND HOLD the **Home Button** your most recently opened Apps will appear. TAP the App you would like to go to or tap the **Back Button (⮌)** to close.

Using the Lock Screen

Your phone is equipped with a Lock Screen that appears when your phone is not in use to prevent accidental dialing.

Lock Screen Features

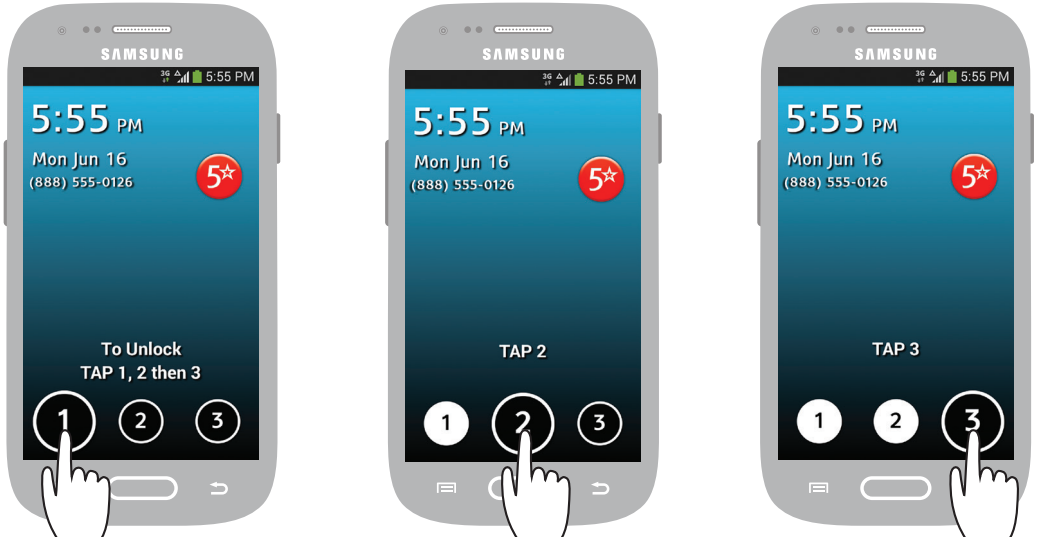
- **Current Time and Date**
- **5Star Button** – get access to help in any unsafe or uncertain situation
- **Your Phone Number**
- **Missed Events** – quickly see if you missed any calls or messages
- **Unlock Buttons** – unlocks your phone


Current Time, Date and Your Phone Number
Missed Events
SAMSUNG
5:13 PM
5:13 PM
Wed Jun 11
(888) 555-0126
Matt
To Unlock
TAP 1, 2 then 3
1
2
3
5Star Button
Unlock Buttons

Unlocking your Phone

If the Display is off, you can PRESS the **Power/Lock Button** to display the Lock Screen:

- At the Lock Screen, TAP ①, ②, then ③ in order.



Locking your Phone

Lock your phone if you are no longer using it to save power and prevent accidental dialing:

- On any screen, PRESS the **Power/Lock Button** until the Display turns off.

NOTE: If your phone hasn't been used after several minutes, it will automatically lock and turn off the Display to save power and extend the battery life. The phone will take you back to where you left off once you unlock the phone. When locking or unlocking your phone, be sure to only PRESS the **Power/Lock Button.** PRESSING AND HOLDING the **Power/Lock Button** will display an option to turn off your phone.

Dialing a Number

Making phone calls is easy on your Touch3. Make sure you are in an area where cellular service is available. Check that the signal strength icon ( ) in the Status Bar has at least one bar. More bars in the signal strength icon () mean a stronger and clearer connection.

1. TAP **Phone (** **)** on the Home Tab screen.
2. Using the Dial Pad, enter the phone number you would like to call. If you make a mistake, TAP the **Delete Button (** **)** to make any corrections.
3. TAP the green **Call Button** to place the call.
4. When you're ready to end your call, TAP the **End Call Button**.

NOTE: Always dial using the 10-digit number (area code + phone number) whenever placing a call (even if calling from the same area code).

SAMSUNG
12:45 PM
Home
People
1
Phone
Voicemail
Text Messages
Camera
Photo Album
5Star
All Apps
greatcall
SAMSUNG
5:28 PM
DIAL PAD
CALL HISTORY
PHONEBOOK
888-555-0123
DEL
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0
#
2
Call
3
SAMSUNG
5:30 PM
Wendy
(888) 555-0123
00:15
Speaker
Keypad
End call
4

Answering or Ignoring a Call

When receiving an incoming call, two icons appear on your screen.

Answering the Call

- PRESS AND HOLD the **Green Phone Button** ( ) and DRAG it to the right.

Ignoring the Call

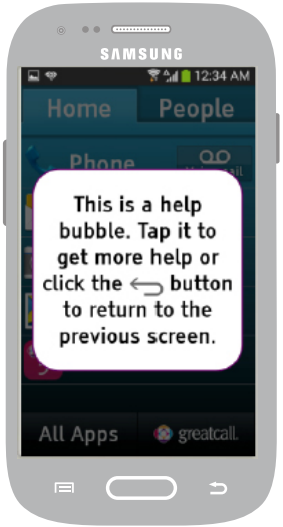
- PRESS AND HOLD the **Red Phone Button** ( )and DRAG it to the left.
- Alternatively, you can PRESS the **Volume Button** while the phone is ringing to stop the ringer sound.

NOTE: Ignoring incoming calls will send the caller to your voicemail.

Shake for Help

If you need help with commonly used features on your Touch3, you can shake your phone at any time to bring up the Help Bubble.

TAP anywhere inside the Help Bubble to open the Help Guide. Here you will find useful help topics such as how to make and receive calls, access your Voicemail and use the Camera.



Getting More Information

GreatCall customers have access to two unique websites that are easy to navigate and explore: **greatcall.com** and **mygreatcall.com**.

The main GreatCall website, **greatcall.com**, is the place to learn more about the company, read about new services available, shop for accessories and get answers to frequently asked questions.

As a GreatCall customer, you have exclusive access to **mygreatcall.com** where you can view your remaining monthly minutes, review and pay your monthly bill, add exclusive apps and services, and update your Personal Profile.

GreatCall Customer Service

If you have any questions or comments, use any of these ways to contact us:

- Send us an email at **customerservice@greatcall.com**
- Call us toll-free at **1-800-733-6632**
- Write to us at
  GreatCall Customer Service
  P.O. Box 4428
  Carlsbad, CA 92018

Coverage and service are not available everywhere. Other charges and restrictions may apply. [1] There are no additional fees to call GreatCall's 24-hour U.S. Based Customer Service. However, for calls to an Operator in which a service is completed, minutes will be deducted from your monthly balance equal to the length of the call and any call connected by the Operator, plus an additional 5 minutes, except on the GoPlan Unlimited rate plan. Copyright ©2014 GreatCall, Inc. GreatCall,® 5Star,® GreatCall GoPlan™ and GreatCall Link™ are trademarks of GreatCall, Inc. registered and/or pending in the United States and other countries. Copyright ©2014 Samsung Telecommunications America, LLC. Samsung is a registered trademark of Samsung Electronics Co., Ltd. Screen images simulated. Appearance of device may vary. Other marks are property of their respective owners and may be trademarks.

Model SM-G310R5

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